

**ADMINISTRATIVE ASSISTANT TO THE FIRE CHIEF
STUDY GUIDE**

A written examination for the class of **ADMINISTRATIVE ASSISTANT TO THE FIRE CHIEF** to be administered in **BOSSIER CITY** on **APRIL 19, 2010**, will consist of approximately **100** multiple-choice questions. The examination will test your knowledge in the following subject areas:

SUBJECT AREA/KNOWLEDGE	APPROXIMATE % OF EXAM
FIRE ADMINISTRATION Knowledge of the principles of effective fire administration, involving management theory; researching, planning, organizing, directing, inspecting, and evaluating departmental operations; financial management; personnel management and managing equipment and supplies.	57.0%
RECORDS/REPORTS/CORRESPONDENCE Knowledge of effective records-management practices, including preparation, content, format, control; and knowledge of effective report preparation procedures, including the compilation and organization of data into an effective written format for reports or official correspondence.	14.0%
PUBLIC RELATIONS Knowledge of effective public relations practices which foster a positive public image of the department through contact with other agencies and the public.	14.0%
SUPERVISION Knowledge of the practices and techniques used in effective supervision in order to review the work of subordinates; to resolve conflicts; and to maintain discipline.	15.0%

REFERENCE LIST

While the entire list of reference material will be useful to you in your preparation for the upcoming examination, the **majority** of test questions are sourced from those references listed under the Primary List.

PRIMARY REFERENCE MATERIAL

EFFECTIVE SUPERVISORY PRACTICES, International City Management Association (ICMA), 1120 G Street, N.W., Washington, D.C. 20005, 4th ed., 2005.

NOTE: Obtain through LSU Firemen Training Program or IFSTA Fire Protection Publications.

MANAGING FIRE AND RESCUE SERVICES, International City Management Association (ICMA), 1140 Connecticut Ave., N.W., Washington, D.C. 20036, 1st ed., 2002.

NOTE: Available through LSU Firemen Training Program or IFSTA Fire Protection Publications.

NATIONAL FIRE PROTECTION ASSOCIATION (NFPA) PUBLICATIONS AND STANDARDS:

FIRE PROTECTION HANDBOOK, NFPA, 19th ed., 2003.

MANAGEMENT IN THE FIRE SERVICE, Carter, Harry R., and Rausch, Erwin, NFPA, Quincy Mass., 4th ed., 2008.

ADVANCED SUPERVISORY PRACTICES, International City/County Management Association, 777 N. Capitol Street N.E., Suite 500, Washington, D.C. 20002-4201, 1992.

INTERNATIONAL FIRE SERVICE TRAINING ASSOCIATION (IFSTA)/ FIRE PROTECTION PUBLICATIONS (Training Manuals):

Chief Officer, 2nd ed., 2004.

OTHER RECOMMENDED PUBLICATIONS:

BUSINESS COMMUNICATIONS, Dumont, Raymond, and Lannon, John, Southeastern Massachusetts University, Little, Brown and Company, Boston, 2nd ed., 1987.

EFFECTIVE PUBLIC RELATIONS, Cutlip, Scott M./Center, Allen M./Broom, Glen M., Prentice-Hall, Inc., A Simon & Schuster Company, Upper Saddle River, NJ 07458, 8th ed., 2000.

The local civil service board should make this study guide available to all applicants in whatever manner the board deems appropriate.

While there are no provisions requiring this office to provide study guides for any competitive or promotional examinations, such material will be provided as a service to assist applicants in preparing for an examination. The State Examiner's office has no control whatsoever over the local availability of reference material (mentioned in the study guides), nor do we feel constrained to limit examination questions to only that material which is available locally. Examination content, weighting of subject areas, and length of examination, may vary with each administration of an examination to reflect any updated job analysis information. Percentages and numerical estimations are provided as approximations.